

STATE of ARIZONA

Government  
Information  
Technology  
Agency

Statewide  
**POLICY**  
P401 Rev 1.0

TITLE: Email Use

Effective Date: June 11, 2004

**1. AUTHORITY**

The Government Information Technology Agency (GITA) shall develop, implement and maintain a coordinated statewide plan for information technology (IT) (A.R.S. § 41-3504(A (1))), including the formulation of policies to effectuate the purposes of the agency (A.R.S. § 41-3504(A (13))).

**2. PURPOSE**

To establish a Statewide policy for the proper use of email, including Instant Messaging (IM) and Internet Relay Chat (IRC) systems that allow attachments, and to require State employees and contractors to be informed of acceptable and unacceptable uses before accessing email systems.

**3. SCOPE**

This applies to all budget units. Budget unit is defined as a department, commission, board, institution or other agency of the state organization receiving, expending or disbursing state funds or incurring obligations of the state including the board of regents and the state board of directors for community colleges but excluding the universities under the jurisdiction of the board of regents and the community colleges under their respective jurisdictions and the legislative or judicial branches. A.R.S. § 41-3501(2).

The Budget Unit Chief Executive Officer (CEO), working in conjunction with the Budget Unit Chief Information Officer (CIO), shall be responsible for ensuring the effective implementation of Statewide Information Technology Policies, Standards, and Procedures (PSPs) within each budget unit.

**4. POLICY**

4.1. The policy establishes that each State employee or contractor that uses email as well as IM or IRC systems that allow attachments shall:

- 4.1.1. Receive proper instruction and/or training before using email, which includes *Statewide Policy P501, Internet Use*, and budget unit-specific policies, standards, and procedures related to email and Internet use. Granting and terminating access to email systems shall be in accordance with *Statewide Standard P800-S810, Account Management*, and *Statewide Standard P800-S890, Personnel Security*. Budget-unit-specific policies, standards, and procedures should relate to acceptable business usage in support of the mission and customer service goals of the budget unit, as well as addressing incidental personal use.

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- 4.1.2. Receive a copy of A.R.S. § 38-448, acknowledges that any abuse of email resources may be cause for discipline or dismissal (A.R.S. § 41-770), and signs an email user consent form prior to utilizing email (see sample in Attachment A). A user sign-on screen may be used in lieu of the signed consent form.
  - 4.1.3. Utilize encryption routines in accordance with *Statewide Standard P800-S850, Encryption Technologies*, for confidential email documents and respective attachments sent over the Internet (see *Statewide Standard P740-S741, Classification and Categorization of Data*).
  - 4.1.4. Comply with *Statewide Standard P800-S860, Virus and Malicious Code Protection*, to ensure that all received email, including attachments, is scanned for viruses and acknowledge that willful introduction of viruses to State information technology systems may be cause for discipline or dismissal (A.R.S. § 41-770).
  - 4.1.5. Report known email use violations to IT Security or designated individual performing that role.
  - 4.1.6. Acknowledge that email communication is not private and that disclosure of email contents may occur intentionally (printed in a common area, forwarded to another user, etc.) or inadvertently (forwarded to the wrong or unauthorized users, etc.).
  - 4.1.7. Acknowledge that the State of Arizona reserves the right to monitor and log email use by any user, without notice. Budget units shall protect the confidentiality of personal information encountered during the monitoring/logging process.
  - 4.1.8. Acknowledge that the State of Arizona reserves ownership of all email communications and file attachments residing on any State email system. Ownership of intellectual property such as licensed software is described in *Statewide Policy 252, Intellectual Property and Fair Use*. Other intellectual property received, stored, or transmitted via a State email system shall be protected in accordance with existing laws and policies regarding copyright, patents, and trademarks.
  - 4.1.9. Acknowledge that email records and respective attachments in either electronic or printed form shall be retained, preserved, and/or disposed of in accordance with Library, Archives, and Public Records requirements (A.R.S. § 41-1335, A.R.S. § 41-1339, & A.R.S. § 44-7041).
  - 4.1.10. Not share email account information, user logon IDs, or passwords.
  - 4.1.11. Not intercept or attempt to intercept any email messages a user is not authorized or intended to receive.

- 4.1.12. Not use unauthorized anonymous and pseudonymous addresses for sending/receiving emails.
- 4.1.13. Not modify or delete email messages or files from within another individual's email account, with maliciousness or intent to deceive.
- 4.1.14. Not alter the content of an email message originating from another person or computer, with intent to deceive.
- 4.1.15. Not misrepresent or forge the identity of the sender or the source of an email message.
- 4.1.16. Not send/forward email messages using another person's email account.
- 4.1.17. Not negligently or intentionally act in a manner leading to the disruption of or damage to the State of Arizona's email systems and its information
- 4.1.18. Not knowingly send/forward or receive email that:
  - 4.1.18.1. Disrupts, obstructs, or burdens network resources for non-business purposes (i.e., chain letters, junk mail);
  - 4.1.18.2. Utilizes email for any illegal purpose;
  - 4.1.18.3. Conducts any gambling, betting or gaming activity;
  - 4.1.18.4. Conducts any solicitation activity, except as identified by A.A.C. R2-11-309;
  - 4.1.18.5. Promotes special events other than as approved by Arizona Department of Administration Office of Special Events in accordance with A.A.C. R2-11-401 through R2-11-409;
  - 4.1.18.6. Violates or infringes on the rights of any other person;
  - 4.1.18.7. Contains defamatory, false, abusive, obscene, pornographic, profane, sexually-oriented, threatening, racially-offensive, or otherwise biased, discriminatory, or illegal material; or
  - 4.1.18.8. Violates any applicable federal, State, or local laws and regulations prohibiting sexual harassment.
- 4.2. Budget units should use consistent formats for email addresses throughout State government. The following format is recommended for budget unit email addresses:

“**[FI][MI][Last Name]@az[Budget unit identifier].gov**”, where

  - *FI* is the first initial of the account holder;
  - *MI* is the optional middle initial of the account holder used as necessary to resolve duplicated account names;
  - *Last Name* is the complete last name of the account holder; and

- *Budget unit identifier* is the commonly used abbreviation, acronym, or full text name of the budget unit most recognizable to the public and/or customers.
- Budget units may use additional characters as necessary to resolve duplicated account names, e.g., *jrdoe1*, *jrdoe2*, etc.

## 5. DEFINITIONS AND ABBREVIATIONS

Refer to the PSP Glossary of Terms located on the GITA website at [http://www.azgita.gov/policies\\_standards/](http://www.azgita.gov/policies_standards/) for definitions and abbreviations.

## 6. REFERENCES

- 6.1. A. R. S. § 38-448, "State employees; access to Internet pornography prohibited; cause for dismissal; definitions."
- 6.2. A. R. S. § 41-621 et seq., "Purchase of Insurance; coverage; limitations, exclusions; definitions."
- 6.3. A. R. S. § 41-761 et seq., "Personnel Administration."
- 6.4. A. R. S. § 41-770, "Causes for dismissal or discipline."
- 6.5. A. R. S. § 41-1335 ((A (6 & 7))), "State Agency Information."
- 6.6. A. R. S. § 41-1339 (A), "Depository of State Archives."
- 6.7. A. R. S. § 41-1461, "Definitions."
- 6.8. A. R. S. § 41-1463, "Discrimination; unlawful practices; definition."
- 6.9. A. R. S. § 41-1492 et seq., "Prohibition of Discrimination by Public Entities."
- 6.10. A. R. S. § 41-2501 et seq., "Arizona Procurement Codes, Applicability."
- 6.11. A. R. S. § 41-3501, "Definitions."
- 6.12. A. R. S. § 41-3504, "Powers and Duties of the Agency."
- 6.13. A. R. S. § 41-3521, "Information Technology Authorization Committee; members; terms; duties; compensation; definition."
- 6.14. A. R. S. § 44-7041, "Governmental Electronic Records; Creation; Retention; Conversion of Written Records."
- 6.15. Arizona Administrative Code, Title 2, Chapter 5, "Department of Administration, Personnel Administration."
- 6.16. Arizona Administrative Code, Title 2, Chapter 7, "Department of Administration Finance Division, Purchasing Office."
- 6.17. Arizona Administrative Code, Title 2, Chapter 10, "Department of Administration Risk Management Section."
- 6.18. Arizona Administrative Code, Title 2, Chapter 11, Article 3, "Solicitation" (A.A.C. R2-11-309).
- 6.19. Arizona Administrative Code, Title 2, Chapter 11, Article 4, "Special Events" (A.A.C. R2-11-401 to 409).
- 6.20. Arizona Administrative Code, Title 2, Chapter 18, "Government Information Technology Agency."
- 6.21. Statewide Policy P100, Information Technology.
- 6.22. Statewide Policy P252, Intellectual Property and Fair Use.
- 6.23. Statewide Policy P501, Internet Use.
- 6.24. Statewide Standard P740-S741, Classification and Categorization of Data.
- 6.25. Statewide Standard P800-S810, Account Management.
- 6.26. Statewide Standard P800-S830, Network Security.
- 6.27. Statewide Standard P800-S850, Encryption Technologies.

- 6.28. Statewide Standard P800-S860, Virus and Malicious Code Protection.
- 6.29. Statewide Standard P800-S890, Personnel Security.

**7. ATTACHMENTS**

Attachment A. Sample Email User Consent Form

**ATTACHMENT A. SAMPLE EMAIL USER CONSENT FORM**

\_\_\_\_\_ (Agency Name) Email User Consent

I, \_\_\_\_\_, have read and understand the Statewide

Print Name

Email Use Policy (P401). I agree to comply with all of the terms and conditions of this policy. I understand and agree that my employer reserves the right to monitor and log all network and Internet activity, including email, without notice. I have no expectation of privacy in the use of these resources. Further, I understand and agree that all network and information systems activity conducted with State/Agency resources is the property of the State of Arizona.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**LIABILITY**

Neither the State of Arizona nor the \_\_\_\_\_ (Agency Name) make warranties of any kind, whether express or implied, for the use of the email system or electronic information resources. Additionally, neither the State of Arizona nor the agency indicated above is responsible for any damages, whatsoever, that employees may suffer arising from or related to the use of Email or electronic information resources.